

## NEW Return Policy Effective February, 2021

Last Updated: November 2021

SureFit understands from time to time, for whatever reason, our products may simply not work for a particular patient. Please reference our return policy for specific information.

### Shoe Returns

#### 90 days from invoice date

A [return authorization \(RA\)](#) request must be submitted within 90 days of invoice date to be eligible for credit. Once a RA number has been issued, items should be returned to SureFit within 15 days. Currently, there are no restock fees for cataloged/stocked shoes.

#### Return authorization number required

A return authorization (RA) number must be obtained prior to returning items to SureFit. RA numbers must be written on the outside of the return shipping box.

#### Resalable condition

Products must be in resalable condition, including original packaging.

#### Include return form in box

A printed return authorization form must be included in the return box.

#### Return locations

Stock shoes should be returned to SureFit-Chicago. All other stock items should be returned to SureFit - Alpharetta.

#### Mixed Pairs

The 75% upcharge is not refundable for pairs with mixed sizing.

#### Defective Shoes

For defective shoes, please contact customer service at (800) 298 6050 x1.

**Failure to meet these guidelines may result in returned merchandise without credit.**

### Non-stock Shoe Returns (Shoes not offered in our catalog)

SureFit follows supplier policies for non-stock shoes. Certain suppliers, including Brooks and Wolverine (Hush Puppies), do not provide credit for non-stock/special order returns. SureFit will not issue credit for these items. If eligible for return, non-stock/special order shoes must be returned within 30 days of shipment date. Please use the returns/exchange process outlined for stocked shoes if time requirement is met. Any supplier restock fees will apply if non-stock returns are accepted. Non-stock mixed pair orders are not returnable. For defective shoes, please contact service at (800) 298-6050 x1.

## Shoe Exchanges

### 90 days from invoice date

For shoe exchanges due to size or change in style/brand, please complete the [shoe exchange form](#). Once the form is reviewed by the C.Ped team, a return authorization request will be submitted on your behalf. An email containing a return authorization number will be sent to you. You must include the printed RA form with your shoes and write the RA number on the outside of the shipping box. For defective shoes, please contact customer service at (800) 298-6050 x1.

FOR COLOR & CLOSURE EXCHANGES WITH THE SAME STYLE OR SIZE, PLEASE USE THE [RETURNS PROCESS](#) AND ORDER YOUR NEW SHOE ONLINE OR BY CALLING CUSTOMER SERVICE AT (800) 298-6050 x1.

Please use the [shoe fit check list](#) for reference when completing the [shoe exchange form](#).

## Stock Items (Non-Shoe or Non-Custom Items)

### 60 days from invoice date

A [return authorization \(RA\) request](#) must be submitted within 60 days of invoice date to be eligible for credit. Once a RA number has been issued, items should be returned to SureFit within 15 days.

### Return authorization number required

A return authorization (RA) number must be obtained prior to returning items to SureFit. RA numbers must be written on the outside of the return box.

### Subject to 15% restock fee

All returned stock items are subject to a 15% restock fee with a maximum restock fee of \$50 per product, with the exception of shoes (dependent upon supplier's policy). For patient rejected items, restock fees are based on supplier guidelines.

### Resalable condition

Products must be in resalable condition, including original packaging.

### Include return form in box

A printed return authorization form must be included in the return box.

### Return locations

Stock items should be returned to SureFit - Alpharetta. Stock shoes should be returned to SureFit - Chicago. All other stock items should be returned to SureFit - Alpharetta.

### Call tags

For SureFit order and shipping errors, call tags will be emailed to cover the return postage.

**Failure to meet these guidelines may result in returned merchandise without credit.**

## Non-Stock (Items Non-Shoe or Non-Custom Items)

SureFit follows supplier policies for non-stock items and items under warranty/trial. Contact customer service prior to initiating these returns to learn about supplier policies.

Certain suppliers, including Brooks and Wolverine (Hush Puppies), do not provide credit for non-stock/special order returns. SureFit will not issue credit for these items. For nonstock shoes, contact customer service for supplier-specific policies. Any supplier restock fees will apply if non-stock returns are accepted.

### Non-Returnable Items (Custom Items)

Custom orders are non-returnable. Please contact customer service at (800) 298-6050 x2 for inquiries around adjustments and additional fabrication needs.

## Warranty Items

Items under warranty may require warranty cards, replacement serial numbers, or patient information before credit can be issued. Applicable suppliers include, but are not limited to Allard, Becker, Darco, Fillauer, Ossur, Ottobock, and Trulife.

- [Allard Warranty Card](#)
- [Becker Return Form](#)
- [Darco Return Form](#)
- [Fillauer Warranty Card](#)
- [Ossur Patient Information Form](#)
- [Ottobock Warranty Form](#)
- [Trulife Warranty Card](#)

## Custom Items

Custom orders are non-returnable. Please contact customer service at (800) 298-6050 x1 for inquiries around adjustments and additional fabrication needs.

## Return Locations

### Shoe Returns

SureFit Returns  
2141 International Drive; Suite 200  
Woodridge, IL 60517

### All Other Item Returns

SureFit Returns  
6530 Corporate Court  
Suite 100  
Alpharetta, GA 30005

For questions concerning our return policy, please contact customer service at (800) 298-6050 x1.